

Review Form 3

Journal Name:	Asian Journal of Research in Computer Science
Manuscript Number:	Ms_AJRCOS_130432
Title of the Manuscript:	Comparative Analysis of AI-Powered Outbound Dialer Campaigns vs. Legacy Outbound Dialer Campaigns (Contact Center)
Type of the Article	AI

PART 1: Comments

	Reviewer’s comment	Author’s Feedback (Please correct the manuscript and highlight that part in the manuscript. It is mandatory that authors should write his/her feedback here)
Please write a few sentences regarding the importance of this manuscript for the scientific community. A minimum of 3-4 sentences may be required for this part.	This study provides important information on how new AI technologies are changing the way companies communicate with customers. By looking at important topics like following rules, making processes more efficient, and improving customer interactions, this paper contributes to the discussion about new technologies and how they affect business communication and automation in real life.	
Is the title of the article suitable? (If not please suggest an alternative title)	Yes, the title is right. It accurately shows what the paper is about, which is a comparison between AI-powered outbound dialer campaigns and traditional call center systems. The title is brief and gives a clear idea of the main topic and the comparison the research focuses on.	
Is the abstract of the article comprehensive? Do you suggest the addition (or deletion) of some points in this section? Please write your suggestions here.	Yes, the summary is clear and concise, and it effectively captures the main idea of the paper, which is about comparing AI-powered outbound dialer campaigns with older systems used in call centers. It could be improved by briefly mentioning the main findings or results of the study, such as the pros and cons of each method.	
Is the manuscript scientifically, correct? Please write here.	Yes, the manuscript is scientifically accurate.	
Are the references sufficient and recent? If you have suggestions of additional references, please mention them in the review form.	Yes	
Is the language/English quality of the article suitable for scholarly communications?	Looks perfect	
Optional/General comments		

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PART 2:

	Reviewer's comment	Author's comment (if agreed with reviewer, correct the manuscript and highlight that part in the manuscript. It is mandatory that authors should write his/her feedback here)
Are there ethical issues in this manuscript?	(If yes, Kindly please write down the ethical issues here in details)	

Reviewer Details:

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